



# Hartland Way Surgery

## 1 Hartland Way

### Shirley

### Croydon

### CR0 8RG



**Tel 020 8777 7215**

**Fax 020 8777 7648**

**[www.hartlandwaysurgery.co.uk](http://www.hartlandwaysurgery.co.uk)**

# HARTLAND WAY SURGERY

**Tel. 020-8777-7215**

## Receptionist Available

Monday to Friday 8-00am- 6-30pm  
For results please call between 10.30am– 12 &  
5-00pm –6-00pm

## Doctors Consulting Times

Monday	8-30am-10-50am	2-30pm-7.00pm
Tuesday	8-30am-11-50am	2-30pm-7-00pm
Wednesday	8-30am-10-30am	4-30pm-6.30pm
Thursday	8-30am-10-50am	2-30pm-7-00pm
Friday	8-30am-11-50am	2-30pm-6-00pm

## CLINICAL STAFF

Dr A R Ingram	MBChB 2004, MRCP 2009
Dr L Osei-Boateng	MBBS 2002, MRCP 2009
Dr A Ziaulla	MBChB 2007, MRCP 2013
Dr M Castleden	MB 2000, DRCOG 2005, MRCP 2006
Rena Amin	Clinical Associate BPharm, MSc, IPPMRPharmS
Karen Grindrod	Practice Nurse RN
Diana Crawford	Healthcare Assistant

## PRACTICE MANAGER

Susie Prior

Shirley Oaks (private)

Poppy Lane  
Croydon CR9 8AB  
Tel: 020 8655 2255

Beckenham Beacon

Croydon Road  
Beckenham  
BR3 3QL  
Tel: 01689 863000

Minor Injuries Unit

Parkway Health Centre  
New Addington  
Croydon CR0 0JA  
Tel: 020 8251 7225

Minor Injuries Unit/  
Urgent Care Centre

Walk-in Centre  
Beckenham Hospital  
Tel: 01689 863000

Croydon GP Hub

Accessed via ringing 111—prebookable  
Appointments available

## **LOCAL PHARMACIES**

**Mona Pharmacy**

246 Wickham Road , Croydon CR0 8BJ  
Tel: 020 8654 4826  
Prescription collection service available

**McCoig Pharmacy**

43 Wickham Road, Croydon CR0 8TE  
Tel: 020 8654 1762  
Prescription collection service available

## **ACCESS TO EMERGENCY DENTISTRY**

The Croydon emergency dental service (CROYDENT) is available seven days a week for both registered and unregistered patients. Appointments must be made by phone between 6-30pm and 9-30pm.

**Tel: 020 8401 3443**

## **ACCESS TO EMERGENCY CONTRACEPTION**

Emergency contraceptive pills can be taken up to 72 hours after unprotected sex. Free emergency pills are available from:

### **Edridge Road Community Health Centre**

Impact House  
2 Edridge Road  
Croydon CR9 1PJ  
Tel: 020 3040 0800

**Minor cuts and grazes**—press the wound with a clean fabric pad for a few minutes to stop the bleeding and elevate the limb for a cut on the arm or leg. Clean the wound thoroughly with soap and a little water and cover with a clean dressing or plaster.

**Sprains, strains and bruises**—first apply an **ice compress** for 15 to 30 minutes to reduce any swelling. Apply a crepe bandage firmly and give the sprain plenty of **rest** in an **elevated** position until all the discomfort and swelling has gone. If the limb is not rested, further pain and swelling will occur and recovery will take longer

**Nose bleeds**—sit in a chair leaning forward (with your mouth open) and pinch your nose just below the bone for approximately 10 minutes when the bleeding should have stopped. Avoid hot drinks for 24 hours. **If symptoms persist consult your doctor.**

**Sore throats/coughs/colds**—unfortunately, there is still no cure for the common cold. The cold will run its course but the symptoms can be alleviated by drinking more fluids, resting and taking paracetamol for a headache or fever. There are lots of cold treatments available from your pharmacist and some are suitable for children.

**Headlice**—these creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. They do not survive once removed from the root of the hair. Medicated head lotion can be obtained from your pharmacist without prescription.

**Gastroenteritis**—this is a description of a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often vomited up immediately. The stomach and bowels should be rested. In older patients, sips of plain water may suffice, but babies and toddlers need special rehydration fluids which are available from the pharmacist. If sickness or diarrhoea persists contact your doctor.

**Diarrhoea**—in adults diarrhoea is usually caused by virus infections and is therefore unable to be treated directly. Holiday diarrhoea is often due to a bacteria. In both of the above cases, consult a doctor if the symptoms persist for more than 48 hours. Babies and young children need careful attention. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding only a solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

## LOCAL HOSPITALS

Croydon University Hospital

London Road  
Croydon CR7 7YE  
Tel: 020 8401 3000

Princess Royal Unvers. Hosp.

Farnborough  
Kent BR6 8ND  
Tel: 01689 863000

## SERVICES PROVIDED

### Asthma

In surgery hours by appointment with Nurse or Clinical Associate

### Diabetic

By appointment with Nurse & Doctor

### Minor Surgery

By appointment with Doctors

### Antenatal & Postnatal

Antenatal on Thursdays and Postnatal on Tuesdays by appointment with Doctors

### Child Immunisations

By appointment

### Holiday Vaccinations

By appointment with Nurse

### Phlebotomy

Monday 8.00—9.30am

Wednesday 8-00am—10.30am

Also alternate Fridays

### Extended Access Appointments

Available in the evenings and on Saturday morning at Shirley Medical Centre. Please speak to the Reception Desk to book an appointment.

### Medicine Management Clinic

During surgery hours by appointment with Clinical Associate

### Flu Clinics

Start in October. Vaccination is recommended for over 65s and patients in “at risk” groups

### Online Services

It is now possible for you to book appointments and request repeat prescriptions online. Please ask at the reception desk for a registration form to sign up.

### The NHS vaccination schedule for Children & Adults

The most up to date information is available via the NHS Choices website

<http://www.nhs.uk/conditions/vaccinations/pages/vaccination-schedule-age-checklist.aspx>

Here's a checklist of the vaccines that are routinely offered to everyone in the UK for free on the NHS, and the ages at which they should ideally be given.

If you're not sure whether you or your child have had all your routine vaccinations, ask your GP or practice nurse to find out for you. It may be possible to catch up later in life.

Try to have your vaccinations delivered on time to ensure protection. If you're going to be away from the GP surgery when a vaccination is due, talk to your doctor. It may be possible to arrange to have the vaccination at a different location.

### 8 weeks

5-in-1 vaccine – this single jab contains vaccines to protect against five separate diseases: diphtheria, tetanus, whooping cough (pertussis), polio and Haemophilus influenzae type b (known as Hib – a bacterial infection that can cause severe pneumonia or meningitis in young children)

Pneumococcal (PCV) vaccine

Rotavirus vaccine

Men B vaccine (NEW vaccine introduced September 2015)

### 12 weeks

5-in-1 vaccine, second dose

Men C vaccine

Rotavirus vaccine, second dose

### 16 weeks

5-in-1 vaccine, third dose

Pneumococcal (PCV) vaccine, second dose

Men B vaccine second dose (NEW vaccine introduced September 2015)

### One year

Hib/Men C booster, given as a single jab containing meningitis C (second dose) and Hib (fourth dose)

Measles, mumps and rubella (MMR) vaccine, given as a single jab

Pneumococcal (PCV) vaccine, third dose

Men B vaccine, third dose (NEW vaccine introduced September 2015)

### 2-6 years (including children in school years 1 and 2)

Children's flu vaccine (annual)

### 3 years and 4 months

Measles, mumps and rubella (MMR) vaccine, second dose

4-in-1 pre-school booster, given as a single jab containing vaccines against diphtheria, tetanus, whooping cough (pertussis) and polio

- Eat more **fibre**
- Drink less **alcohol**

**Alcohol** in small amounts does you no harm, but if it is more than a small amount on a regular basis you may be damaging your health. Women should drink no more than 14 units per week (Men 21 units). A unit is typically half a pint of beer, lager or cider, a single measure of spirits, a standard glass of wine or a small glass of sherry.

**Exercise** need not mean going to the gym twice a week or taking up long-distance running. Simply keeping active, walking more, using the stairs, gardening or swimming are all good ways of generally increasing the amount of energy you use and will help to give you a sense of well-being.

## **COMMON AILMENTS & MINOR ACCIDENTS**

Lots of common ailments and minor accidents can be dealt with safely at home. This section will help you decide when you need to seek medical help or what you can safely treat yourself. Many minor ailments are treated with the use of a cold compress, always keep a stock of ice in the freezer to be able to prepare one. **Be sensible, ask for advice and if in doubt consult your doctor.**

**Backpain**—if the pain has been caused by lifting or twisting take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Ask your pharmacist about stronger painkilling medicines or rubs. See your doctor if the pain persists for more than a few days to get advice about gentle exercise, stronger drugs or the need for a supportive corset.

**Burns and scalds**—any burn or scald needs **immediate** action. For minor burns or scalds, remove any jewellery or clothing that may become a problem if swelling occurs. Cool the affected area with cold water for at least 10 minutes then cover with a light non-fluffy dressing. **Do not burst blisters and do not put on cream or ointments.** If the burn is larger than the size of your hand, or the burn is on the face or the skin is broken, cool the area and seek urgent medical attention.

**Sunburn**—care should be taken at all times to avoid over-exposure to the sun, particularly with children. Treat sunburn as other burns, applying cold water to remove the heat. Calamine lotion (dabbed not rubbed) will relieve the irritation while paracetamol will also help.

**Insect bites and stings**—first remove bee stings with tweezers by gripping the base of the sting nearest to the skin to avoid squeezing the poison sac and apply a cold compress. If stung in the mouth, suck on an ice cube or sip cold water and seek immediate medical attention. **Always seek medical attention if someone has an allergy to bites and stings, the sting cannot be removed, the area around the sting becomes inflamed, or someone experiences shortness of breath or fever.**

## SURGERY POLICY

We operate a strict NO MOBILE PHONE policy. Please turn off your mobile phone before entering the building. The surgery operates a zero tolerance policy against violent or aggressive patients.

## PARKING

Parking is available in nearby streets. The spaces on our forecourt are for staff only. Emergency access is required at all times therefore please do not obstruct the parking spaces

## NON NHS SERVICES

Insurance/claims forms etc. will be completed at the doctors' discretion. Prices on request.

## STOPPING SMOKING

Can make a big difference to your health. It is the biggest cause of early death in the UK. Smoking related diseases such as lung cancer, heart disease and Chronic Obstructive Pulmonary Disease (COPD) can cause distressing symptoms, often for several years before death.

The Practice encourages all smokers to stop and will endeavour to support patients in their efforts. Please ask at Reception for more information.

## HOW YOUR LOCAL PHARMACIST CAN HELP

- Ask your pharmacist for advice about choosing the right medicines for common ailments
- Your pharmacist will advise you if you are unsure about seeing a doctor
- He/she can offer advice about a problem if you are not sure what is causing it
- Ask for advice about staying healthy
- Be sure to tell your pharmacist if you are taking other medicines - some medicines are not compatible

## LOOK AFTER YOUR HEALTH

Choosing the right food for good health is very important.

Eating a good balance of food, taking regular exercise and not smoking gives the best chance of living a fit and healthy life. **If you have a medical condition, please check with your doctor before altering your diet.** Remember, eating well is about balance, i.e. we do need fat in our diet but not too much.

**Healthy Eating** can help prevent many illnesses such as heart disease, obesity, constipation, bowel trouble and tooth decay:

- **Avoid** sugary foods
- **Avoid** fatty foods
- **DO NOT** add salt to your food

### 12-13 years (girls only)

HPV vaccine, which protects against cervical cancer – two injections given between 6-12 months apart

### 14 years

3-in-1 teenage booster, given as a single jab and contains vaccines against diphtheria, tetanus and polio  
Men ACWY vaccine

### 65 years

Pneumococcal (PPV) vaccine  
65 and over  
Flu vaccine (every year)

### 70 years (and 78 and 79 year-olds as a catchup)

Shingles vaccine

### Vaccines for special groups

There are some vaccines that aren't routinely available to everyone on the NHS, but that are available for people who fall into certain risk groups, such as vaccines for pregnant women, people with long-term health conditions, and healthcare workers.

### Additional vaccines for special groups include:

flu jab for pregnant women  
whooping cough vaccine for pregnant women  
flu vaccine for people with long-term health conditions  
hepatitis B vaccination  
TB vaccination  
chickenpox vaccination  
Men ACWY for first-time university entrants

### Travel vaccines

There are some travel vaccines that you should be able to have free on the NHS from your local surgery. These include: hepatitis A vaccine, typhoid vaccine, cholera vaccine

Other travel vaccines, such as yellow fever vaccination, are only available privately.

## BE ON TIME

Please arrive promptly, remembering to check in at Reception.

## CANCELLING APPOINTMENTS

If you are not able to keep your appointment please call 020 8777 7215 and cancel as soon as possible: someone else may need to see the doctor urgently.

## CONTACT DETAILS

Please make sure that your contact details are up to date. We now send SMS text message reminders of appointments and also giving you the ability to cancel by text.

## OUT OF HOURS

On weekends and Bank Holidays RING **1 1 1**

## HOME VISITS

Home visits can be arranged for those patients too ill to attend the surgery. Please use the service thoughtfully and ring as early as possible to request a visit, preferably before 10am if possible. The Receptionist may ask for further information to enable to doctor to determine the priority and nature of the visit which will be at the doctors discretion

## REPEAT PRESCRIPTIONS

If you need a further supply of your medication, please put this request in writing, ideally using the back of your previous prescription of the form available in reception. Please allow 48 hours for the signed prescription to be prepared. As with appointments, it is now possible for you to request repeat medication online. Please ask at the reception desk to sign up for online services.

**We are unable to take prescription request over the telephone.**

## DISABLED ACCESS

Reception/Surgeries/Toilet on ground floor. Receptionists are helpful

## COMMENTS, SUGGESTIONS AND COMPLAINTS

Please address correspondence to the Practice Manager. We will acknowledge any complaint within 2 working days.

## FREEDOM OF INFORMATION

### The Act

The Freedom of Information (FOI) Act was passed on 30 November 2000. It gives a general right of access to all types of recorded information held by public authorities, with full access being granted from January 2005.

The intention of the Act is to encourage a spirit of openness and transparency in the NHS. This aim is fully supported by the NHS in South West London. Only public bodies are covered by the Act, i.e. Central Government, Local Authorities, Police and Police Authorities, the Health Service, Schools, Colleges and Universities.

The Act sets out exemptions to that right of access and also places certain obligations on public authorities. FOI will replace the Open Government Code of Practice which has been in operation since 1994.

### Requesting Information

Anyone can request information, although the request must be made in writing, including email. It must contain details of the applicant and the information they require.

From 31 October 2003 requests can be made for information linked to our Publication Schemes. These are guides to information which each organisation has made publicly available.

From January 2005 applicants will also have the right to be told whether the information they are asking about exists. If so they will be able to request it in the format they require, i.e. as a copy or summary, or they may ask to inspect the record.

The request can be made to anyone within an NHS organisation. However, it would be helpful if requests could be sent to the relevant organisation listed at the end of this leaflet. The request does not have to refer to the Freedom of Information Act. A response must be made within 20 working days.

The Act does not require the NHS to respond to repeated requests or substantially similar requests from the same person.

### Charges for Supplying information

Most information will be provided free of charge. In some instances where it costs the organisation to produce the information a charge may be made. Any charges payable will be stated in advance.

### Complying with the Act

An Information Commissioner has been appointed to ensure that public bodies meet the requirements of the Act.

<http://www.hscic.gov.uk/foi>